



# OMBUDSMAN JOURNAL



Issue 48

PUBLISHED BY NAVAL SERVICES FAMILYLINE

Summer  
2002 



## The COMPASS Experience



If you were about to go on an extended journey to a foreign country, most of you would want to do research and learn as much as you could to make your trip enjoyable and successful. You might need a passport, guidebook, and map to start you off in the right direction. Now, think about a Navy spouse embarking on his or her journey for the first time in this new lifestyle. To this spouse, the Navy seems like a foreign land with its' own language, customs, traditions, health care system, inherent moves, and deployments.

Naval Services FamilyLines' standardized COMPASS program is designed to impart knowledge to new Navy spouses, but all Navy spouses are welcome. With this knowledge and realistic expectations, their journeys can be successful and rewarding.

COMPASS links all spouses with available resources, Navy customs and traditions, real life

experiences, and provides an opportunity for them to become acquainted with other spouses. Trained Volunteer Teams of experienced spouses mentor the COMPASS participants. Because experienced spouses pass on their Navy lifestyle insights; the concept of "helping others to help themselves" is clearly observable and becomes an on-going action-oriented process.

Here are some comments from spouses who have taken COMPASS:

"Learned some more, especially being an Ombudsman."

"Awesome presentation!"

"Superb!! Great info!"

"Very helpful! I have never moved and had no idea of the process!"

"I learned more in 40 minutes, than I did in the last few years of being here."

COMPASS is one of the many innovative ideas coming to fruition at Naval Services FamilyLine. For more information call 1-877-673-7773 or email the COMPASS Project Director at nsfamilyline@aol.com.

(See Compass on page 6)

### INSIDE THIS ISSUE

The Compass Experience	1,6
From FamilyLine's Chairman	2, 4,5
Bupers Forum	3
Naval Reserve Ombudsman News	5
Tricare University	6
Useful Website Addresses	7-8
Newsletter idea	8

## From the Naval Services FamilyLine Chairman

### **Dear Command Ombudsmen:**

Greetings from one of your two Navy-wide Ombudsmen-at-Large! I have had the pleasure of working with the Ombudsman Program as an Ombudsman-at-Large, Ombudsman Coordinator (Naval Services FamilyLine), and on active duty for about 8 years. This has been a wonderful experience for me and I am fortunate to be able to continue in it for another year.

It was a real pleasure being able to work with Sharon Herdt – she has such a passion and interest in the program and was able to do much to help with the continued success of the program.

I look forward to working with Doreen Scott (Sharon's replacement) as Navy-wide Ombudsman-at-Large. I have had the opportunity to meet and talk with Doreen prior to her being transferred to the Washington area and we have already met in July to discuss the Ombudsman Program. Many of you know Doreen already. She, too, has a passion for the Ombudsman Program and I hope that you will get to know a little about her in the next Ombudsman Journal as well as talk with her when she visits your areas. .

### **Ombudsman Program**

The Ombudsman Program Manager, Mr. Rocky Whray, discusses some of the actions of the Ombudsman Quality Management Board which met in May. I am sure that all of you will be excited as I

am to see the new Ombudsman Program Manual. There have been a number of changes which need to be incorporated and there are some which are being considered in the Training areas that have the opportunity to improve our program.

### **What makes for a successful Ombudsman Program?**

I hesitate to make a list – I'm sure that you will think of some I have left out – but I'd like to highlight what I think are the important ingredients:

### **Command Ombudsman**

Clearly, without you, a volunteer, the program could not be successful. Your passion, knowledge, preparedness, and willingness to help are keys to the success of this program.

### **Command Support Team**

A Command Support Team that is knowledgeable about the program and in which each of the members understands their supporting roles can help the Ombudsman Program be even more successful.

### **Ombudsman Relationship with the Command**

In order for you to be truly successful – for you to be helpful to the command and Navy families, you need to have established a good working relationship with your command point of contact and need to ensure that you and the Commanding Officer are operating from

*(See From the Chairman page 4)*

# BUPERS FORUM

By Rocky Whray, Ombudsman Program Manager

## OMBUDSMAN CODE OF ETHICS

One thing I can expect to discuss whenever I meet with Ombudsmen is some aspect of the Ombudsman Code of Ethics. The Code is the foundation upon which all Ombudsmen must operate when performing their duties. Frankly, this seems like a no-brainer to me.

**Ethic # 1:** "Support the command's mission."

The Ombudsman is selected by and works for the Commanding Officer (CO). Failure to do so places you in direct opposition to the CO and ineffective as his/her representative.

**Ethic # 2:** "Work within the chain of command as directed." The Commanding Officer decides to whom and when to report for various issues. It is therefore important that you adhere to this simple rule. If not, it proves you cannot follow the direction of the Commanding Officer and will likely lose the trust of the CO.

**Ethic # 3:** "Maintain confidentiality." Many would argue that this is the most important ethic. If you break confidentiality, you will lose the trust of both the command and family members. This will absolutely undermine your credibility and render you ineffective. It can also cause irreparable damage to the family in question and to both your reputation and the command's. The exception, of course, is in the case of one of the five reportables; child abuse and neglect, spouse abuse, potential or attempted suicide, potential homicidal behavior, drug and alcohol abuse.

**Ethic # 4:** "Maintain the highest standards of professionalism." You've all heard the saying that, "perception becomes reality." If you are to be respected as an Ombudsman, you must look, talk, and act like a professional. When you are representing the command, you are being held to a very high standard by the command and the family members you represent. What you say and how you say it can affect their lives,

therefore, the expectation and accountability is high.

We all have our opinion of which is most important, but there really is no choice for an Ombudsman. The entire Code must be adhered to. There are hundreds of Ombudsmen who serve their Commanding Officers and countless family members everyday. Each time, it is done in strict accordance with the Ombudsman Code of Ethics. The Navy is well served by the efforts of our Ombudsmen and all others who contribute to the success of this valuable program.

In closing, I think it is important that you know we are in the preliminary stages of a review and rewrite of the Ombudsman program. This will begin with the governing directive, OPNAVINST 1750.1D and the Navy Family Ombudsman Program Manual. The Ombudsman Basic Training Course will follow. If you have ideas that can help with the process, content and formatting, please submit your suggestions to your local Fleet and Family Support Center Ombudsman Coordinator. IF you are not supported by an FFSC, you can e-mail me at p662e2@persnet.navy.mil.

Next issue of the Journal, I'll provide an update of our review/rewrite progress. Until then, thank-you for what you do!



Remind your Command!!

Ombudsman Appreciation  
Day is September 14th

the same page when it comes to communicating with family members and handling matters of confidentiality.

The Ombudsman Basic Training you initially receive is vital to the success of the program. Prior to being assigned as an Ombudsman, you should have been certified – this is important both to you and the Command. You need to learn how to work with the families effectively, understand the boundaries within which you operate in order to ensure that you don't violate confidentiality but that you do follow the law with respect to reportable situations. Advanced or follow-on training is important so that you can keep up to date with the latest information that allows you to be more effective as a Command Ombudsman. Whether the training is offered at an Ombudsman Assembly or by the Fleet and Family Support Centers, it is important that you attend the training.

The Ombudsmen Assemblies and the Fleet and Family Support Center Ombudsman Coordinators are very important to the continued success of the Ombudsman Program.

Feedback from you with respect to what you need in the way of support for you to do your job is of vital importance. Without your feedback, the program can not be improved or changed as needed to meet our changing Navy. Notification of you command contact with respect to needed support is always correct. For that kind of

support of improvement to the program that is not necessarily command specific, discussion at the Ombudsman Assembly/ FFSC Ombudsman Coordinator meetings is also good. Help make our program better for our families!

I'd like to establish a dialogue with you regarding the training you do and the support needed for the Ombudsman Program – including (but not limited) to articles in the Ombudsman Journal that are applicable training topics for all Ombudsman.

I'd like to be able to have your E-mail and snail mail addresses at Naval Service FamilyLine so that we can keep the dialogue open and ongoing. I would appreciate your helping by sending the information to us as soon as you can.

Naval Services FamilyLine's Ombudsman Coordinator, Ashlie Counts-Jenkins, will be the point of contact for establishing contact and providing information about the Ombudsman Program. Ashlie has been an involved member of the Ombudsman Program for 10 years and clearly understands the importance of what you and our Ombudsman do to support our Navy.

Finally, I'd like to reiterate how much pleasure I have had working in the Ombudsman Program and how much I am looking forward to being able to do so for another year.

4

**By Yonna Diggs, Naval Reserve Force Ombudsman-at-Large**

Demobilization of Reservists can be a stressful time for both the active Reservist and their families. Just recently, I had to deal with a potential suicide situation of a Reservist. It really brought to light how tough this transition can be. Luckily, I was able to identify the problem and assist the Reservist and his spouse in getting the help needed through the Fleet and Family Support Center and other support networks.

Reserve Families all over the nation are facing challenges that arise, now that they have served their tour of duty and are transitioning back into their civilian lives. It is advisable to be proactive and have resources available that will assist them. Here are a few of the major issues that they will have to face:

1. **Employment:** Returning back to their place of employment is not always smooth and you may want to contact your local Employer Support of the Guard and Reserve (ESGR) Chapter for guidance and assistance. You may reach them on the Internet at <http://www.esgr.org/>
2. **Finances:** Check with your local consumer credit agencies, social services and Fleet and Family Support Centers for assistance.
3. **Family Wellness:** There are many resources available to assist in this area. Many of your local hospitals and churches offer free seminars that will aide the family in transitioning back to normal life again. Also, there are many resources on the web. A very comprehensive resource is Lifelines at [www.lifelines2000.org](http://www.lifelines2000.org).

Reserve Ombudsman should try to interface as

much as possible with the Active Duty Ombudsman to ensure that family support is not compromised due to a lack of communications. In order to help during these turbulent times, it is important to get an updated Command Roster from your point of contact in the Command. Ask that they indicate the Reservist that has been demobilized with all pertinent information regarding them and their families. If you are serving families outside of the area in which you stay, it is vital to develop helping resources in "their" area of residency.

Fighting the War on Terrorism may be a longtime commitment for everyone in this great nation. As Ombudsman, I applaud the extraordinary work that you are doing. Keep up the good work and if you would like to discuss ideas on how to better assist your families, you may reach me at (800) 675-5728 or Yonna.Diggs@cnet.navy.mil. VADM Totushek along with FMC Mobley and myself will be broadcasting live from San Diego California on August 17, 2002. We will take your questions concerning demobilization issues. Be sure to inform your families of this great opportunity. For additional information on call in and fax numbers, refer to the Lifelines website at [www.lifelines2000.org](http://www.lifelines2000.org). The information will be posted at this site in advance of the show and there will be a staff set up to take your questions.

If you would like additional information about the Reserve Ombudsman Program, contact me, Yonna Diggs at [Yonna.Diggs@cnet.navy.mil](mailto:Yonna.Diggs@cnet.navy.mil) or phone (800) 675-5728.

Be sure to visit the Naval Reserve Ombudsman On-line at <http://www.lifelines2000.org/ombudsman/index.asp>

Thank you all for your support of Navy families – and for your contribution to your command's, Navy's, and country's readiness!

**David F. Tuma**  
**CNO Navy-wide Ombudsman-at-Large,**  
**Chairman, Naval Services FamilyLine**

Keep those Ombudsman Newsletters coming!  
Recently we've received several newsletters  
via email and have enjoyed reading them  
VERY much! So, PLEASE keep 'em coming  
by sending them to:

Nsfamline@aol.com

Or by snail-mail to: Naval Services FamilyLine,  
1254 9th Street, SE Suite 104, Washington  
Navy Yard, DC 20374-5067



(Continued from page 1)

## **Current COMPASS Locations**

**COMPASS Norfolk, VA**  
**757-322-9199**  
compassnorfolk@aol.com

**COMPASS Guam**  
**671-339-2289**

**COMPASS Kings Bay, GA**  
**912-673-4504**  
compasskb@netscape.net

**COMPASS China Lake, CA**  
skewburris@aol.com

**COMPASS Pearl Harbor, HI**  
**858-454-1371**

**COMPASS Groton, CT**  
compassgroton@aol.com



## **We Still Need Your Help!**

If you are interested in volunteering to be a field representative, know of someone who might be interested or if you would simply like to receive a copy of the position guidelines, **please contact the Director, Field Representatives at 1-877-673-7773 or email nsfamline@aol.com.**

## **IMPORTANT NOTICE**

MWR BUPERSINST 1710.11C, Encl (1) page 4-29, (5)e, applies now and just in time for the upcoming Ombudsman Appreciation Day.

"Commanding officers are authorized to use MWR NAFs in the amount of \$50 per ombudsman, not to exceed a total of \$500 per MWR fund per year, for recognition or appreciation events/awards."

Obviously, the \$500 limit applies when there are more than one ombudsman appointed within the command. Until further notice, the \$25 restriction still applies to appropriated funds.

TRICARE University, an on-line version of the TRICARE Basic Student Course, is now available to anyone who wants to improve their understanding of the TRICARE benefit. This includes individuals whose job it is to provide advice on the military health care program for those seeking in-depth knowledge of the benefit. TRICARE University introduces its students to the health care benefits available for uniformed services beneficiaries and family members. In addition, this course provides customer service guidance and an overview of TRICARE administration.

TRICARE University consists of 13 lessons, practice questions and non-graded examinations that are accessible at the end of each lesson. The questions reinforce lesson content and promote learning with immediate feedback and, if necessary, guided review.

A "Course Objectives" button takes students through information related to objectives, prerequisites, and requirements. Those new to the TRICARE University's web-based learning environment can use the "Navigation Tutorial" section to learn how to navigate through the various features and functions available in the course.

At the end of this course, the student will be able to recall the basic benefits of TRICARE options, pharmacy and dental programs, to match available health benefit options with beneficiary eligibility status and category, calculate costs, and file claim forms. They will also be able to find a list of resources available on the Internet and from TRICARE Management Activity if they need further information.

TRICARE University can be found on the TRICARE web site at [www.tricare.osd.mil](http://www.tricare.osd.mil) under the "Browse by Topic" drop-down menu and then click on TRICARE University. TRICARE University is Open to the Public



## USEFUL WEBSITE ADDRESSES



### **Lifelines**

This is the best place to start for information about Navy life.

Website: <http://www.lifelines2000.org/>

### **United States Navy**

Website: <http://www.navy.mil/>

### **Naval Services FamilyLine**

Website: <http://www.lifelines2000.org/familyline/>

### **DEERS** (Defense Eligibility Enrollment Reporting System)

To enroll in DEERS or make changes to address.

Phone: 1-800-538-9552.

In California call 1-800-334-4162.

In Alaska or Hawaii call 1-800-527-5602.

Website: <http://www.TRICARE.osd.mil/>

To change address with DEERS via the internet go to the website and click on the drop-down menu.

Email: [addrifo@osd.pentagon.mil](mailto:addrifo@osd.pentagon.mil)

### **RAPIDS**

To find the office closest to you to obtain an ID card.

Website: <http://www.dmdc.osd.mil/>

In the left column, scroll down and click on "Rapids Site Locator."

### **Commissary**

Get location and hours of your closest commissary, and see what's on sale this week.

Website: <http://www.commissaries.com/>

### **Navy Exchange**

Shop online.

Website: <http://www.navy-nex.com/>

### **Marine Corps Exchange**

Shop online.

Website: <http://www.usmc-mccs.org/>

Click on "Marine Corps Exchange."

### **AAFES** (Army and Air Force Exchange Services)

Shop online.

Website: <http://www.aafes.com/>

### **Navy Housing**

Website: <http://www.housing.navy.mil/>

For Family Housing websites, click on "Links" then click on "Family Housing."

**BAH** (Basic Allowance for Housing) information:

<http://www.dtic.mil/perdiem/bahform.html/>

### **TRICARE**

Military healthcare.

Website: <http://www.tricare.osd.mil/>

### **TRICARE DENTAL PROGRAM**

Administered by United Concordia Companies, Inc.

Phone: 1-800-866-8499

Website: <http://www.ucci.com/>

### **Moral Welfare and Recreation (MWR)**

Website: <http://www.mwr.navy.mil/>

### **Fleet and Family Support Centers (FFSC)**

Website: <http://www.persnet.navy.mil/pers66/> with clickable map to find the FFSC closest to you.

You may also call FamilyLine toll free at 1-(877)-673-7773 to get the phone number for the Fleet and Family Support Center closest to you.

Website: Military Assistance Program (MAP) <http://dticaw.dtic.mil/mapsite/famlocat.html>

### **Navy Marine Corps Relief Society**

Financial, educational and other assistance.

Telephone: Headquarters (703) 696-4904

Website: <http://www.nmcrcs.org/>

### **STOMP** (Specialized Training of Military Parents)

A federally funded Parent Training and Information Center established to assist military children with special education or health needs.

Website: <http://www.washingtonpave.org/stomp.html>

### **Special Needs Network**

Offers DoD families with special medical and/or education needs access to information, resources, and each other.

Phone: (703) 696-4492

Website: <http://www.mfrc.calib.com/snn/>

### **Military Child Education Coalition**

Website: <http://www.militarychild.org/>

### **Department of Defense Dependents Schools**

Phone: (703) 696-4235

Website: <http://www.odedodea.edu/>

### **DANTES** (Voluntary Education Program)

Detailed information on DANTES programs and services, and links to the Services' voluntary education programs, Veterans Affairs, Department of Education and many other educational sites.

(Continued on page 8)

(Continued from page 7)

Website: <http://www.voled.doded.mil/>

### **Scholarship Information**

#### **The Navy Memorial Association links.**

Website: <http://www.lonesailor.org>

Click on "Scholarship and Education Resources."

#### **Lifelines links**

See "Education" page for links and scholarship opportunities.

Website: <http://www.lifelines2000.org/>

#### **Navy Marine Corps Relief Society**

See Education page.

Website: <http://www.nmcrcs.org/>

### **American Association for Marriage and Family Therapy**

Website: <http://www.aamft.org>

### **Surfing the Net with Your Kids:**

Website: <http://www.surfnetkids.com>

### **Child Care**

Lifelines -- See FAQs at website under Family Support.

Website: <http://www.lifelines2000.org/>

### **Child Development Centers**

Website: <http://www.mwr.navy.mil/mwrprgms/html/>

Click on "CDC."

### **National Military Family Association**

Phone: (703)823-6632

Website: <http://www.nmfa.org/>

More WEB addresses next issue.

### **Looking for a way to jazz up your newsletter??**

A fellow Ombudsman shared this site with us and we think it's great!

[www.brownielocks.com/month2.html](http://www.brownielocks.com/month2.html)

It's got a huge list of monthly celebrations, weekly celebrations and daily specialties too!

For instance, did you know that September is National Rub a Bald Head Month, National Literacy Month and the 15th of September is Born to be Wild Day?

SO...check it out and be sure to pass along any sites you'd like to share! Just send them to [nsfamline@aol.com](mailto:nsfamline@aol.com)!

## **NAVAL SERVICES FAMILYLINE Ombudsman Network Advisory Committee**

Navy-Wide Ombudsman-at-Large  
Chairman, Naval Services FamilyLine

Navy-Wide Ombudsman-at-Large,  
MCPON Spouse

Navy Ombudsman Program Manager PERS662e2  
Director, NavRes Ombudsman Program  
NavResFor Ombudsman-at-Large  
SgtMaj, USMC Spouse  
HQMC Key Volunteer Coordinator  
USCG Ombudsman Coordinator  
Ombudsman Coordinator, NS FamilyLine  
Editor, Ombudsman Journal

**Naval Services FamilyLine** is an all-volunteer, non-profit organization dedicated to improving the quality of life for sea service families. All Navy, Marine Corps, and Coast Guard spouses are automatic members and no dues are required.

**Our mission is to empower Sea Service families to meet the challenges of a military lifestyle with information and resource assistance.**

**Naval Services FamilyLine** volunteers provide assistance, information or referral in all matters pertaining to the military or its lifestyle, and its chairman serves as one of the Chief of Naval Operations' Navy-wide Family Ombudsmen-at-Large. Naval Services FamilyLine also produces and provides informational booklets, and coordinates educational seminars. Volunteers are at the office Monday through Friday from 10:00 am to 1:00 pm eastern time.

**Naval Services FamilyLine**  
1254 9th Street SE Suite 104  
Washington Navy Yard, D.C. 20374-5067

Phone: 202 433-2333; Fax: 202 433-4622  
Toll Free: 1-877-673-7773 DSN: 288-2333  
E-mail: [nsfamline@aol.com](mailto:nsfamline@aol.com)

**On-line Homepage Address:**

<http://www.lifelines2000.org/familyline>

The **Ombudsman Journal** is published quarterly online by **Naval Services FamilyLine** in conjunction with the Ombudsman Network Advisory Committee. Opinions expressed are not to be considered official statements of the United States Navy. Any part or all of this publication may be reproduced and utilized for individual Ombudsman or Command newsletters. The **Ombudsman Journal** is emailed directly to the Director/Ombudsman Coordinator at Navy Fleet and Family Support Centers in a printable format.